

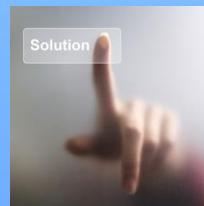


U.S. DEPARTMENT OF  
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Office of the Chief  
Information Officer

FY 2012

# Actionable Service Catalog





# What is Actionable Service Catalog?

- On-line tool
- Self-service
- Built in pricing



# How will this help you?

- Gives transparency into request
- Eliminates the need for paperwork and routing
- Track your order/status
- Verify approvals



## “DOE-Now”

- Demo-How request product or service
- Demo-How to check status of request

# What the customer can expect!!

ServiceNow IT Service Management Suite - Microsoft Internet Explorer provided by DOE/COE

https://doetemp.service-now.com/

Certificate Error

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Energy.gov | Department o... ServiceNow IT Service ...

Switch to the new UI

service now IT Service Management Suite

Welcome: john d Logout

Type filter text

Add Categories Search

Self-Service

- Homepage
- Service Catalog
- Knowledge
- Help the Help Desk

Incidents

- Watched Incidents
- My Requests
- Requested Items
- Watched Requested Items

My Profile

- Take Survey

Service Desk

- Incident
- Problem
- Change
- Project
- Time Cards
- Configuration
- Service Catalog

Catalog

- Open Records
  - Requests
  - Items
  - Tasks
- Catalog Definition
  - Maintain Categories
  - Maintain Dynamic Categories
  - Maintain Items
  - Business Service Entries
  - Order Guides
  - Content Items
  - Recent Products

Service Catalog

- Desktop Services
  - Desktop SFF Standard
  - Printer - Network - BW
  - Standard Laptop
- Can We Help You?
  - Create a New Incident
  - Propose a New Project
  - Request a Service-Now Account
  - Reset a Password
  - Schedule a Move
  - Report a Performance Problem
  - Report an Outage
- On Boarding Services
  - New Employee Hire
- Emergency Changes
  - Server Reboot
  - Database Restore
- Routine Changes
  - DNS Change
  - Add SAN Storage
- Request Computers and Handhelds
  - Development Laptop
  - Telephone Extension
  - Executive Desktop
  - Notebook Computer Loaner
  - Office Desktop
  - Office Printer
  - Sales Laptop
- Request Application Infrastructure
  - Services
  - Application Server (Large)
  - Application Server (Standard)
  - Database Server & Oracle License
- Top Requests
  - Desktop SFF Standard
  - Printer - Network - BW
  - Finishing Services
- Shopping Cart
  - Empty

Internet | Protected Mode: Off

100%

# Requesting a product or Service

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ServiceNow IT Service Management Suite

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Welcome: System Administrator Logout

Search

Catalog Item - Executive Desktop

Dell Precision 690

 Ideal owner: Corporate customers seeking next-generation design, advanced video card options, dual monitor support and a wide selection of form factors

- Speed
- Multimedia
- Storage
- Expandability

Great for: Wide range of demanding business applications, Multimedia applications, Complex spreadsheets, Financial modeling

**CPU Speed**  
More Information

- ☒ Intel Xeon Processor (2.66GHz 1.333GHz FSB)
- ☐ Intel Xeon Processor (3.00GHz 1.333GHz FSB) [add \$70.00]
- ☐ Intel Xeon Processor (3.73GHz 1.333GHz FSB) [add \$315.00]

**Memory**  
1GB

**Hard Drive**  
100GB

**Operating System**  
Windows XP Professional

**Special Requirements**

**Order this Item**

Price \$1,875.00

Quantity 1

Subtotal \$1,875.00

Delivery time 6 Days

Order Now

Add to cart

**Shopping Cart**  
Empty

Done Internet | Protected Mode: Off 100%

# Order Confirmation

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ServiceNow IT Service Management Suite

Switch to the new UI

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Welcome: System Administrator Logout

## Order Status

### Summary

Your request number is **REQ0010006**, which you can use to refer to this request in future interactions with the service desk.

You may also bookmark the following link to get back to [REQ0010006](#).

Note that clicking on the bookmark link (above) will simply take you back to this screen.

Description	Delivery Date	Stage	Price (ea.)	Qty	Total
Dell Precision 690	2012-03-21		\$1,875.00	1	\$1,875.00
Total:					\$1,875.00

### Delivery Information

Estimated Delivery Date of Complete Order: 2012-03-21

Catalog Home

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# Request Status

ServiceNow IT Service Management Suite - Microsoft Internet Explorer provided by DOECOE

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ServiceNow IT Service Management Suite

Switch to the new UI

Welcome: System Administrator Logout

## Order Status

### Summary

Your request number is **REQ0010006**, which you can use to refer to this request in future interactions with the service desk.

You may also bookmark the following link to get back to [REQ0010006](#).

Note that clicking on the bookmark link (above) will simply take you back to this screen.

Description	Delivery Date	Stage	Price (ea.)	Qty	Total
<a href="#">Dell Precision 690</a>	2012-03-21	<input checked="" type="checkbox"/> Waiting for Approval by Eric Schroeder, Fred Luddy (In Progress) <input type="checkbox"/> Procure PC Hardware (Pending - has not started) <input type="checkbox"/> Deliver PC to IT Lab (Pending - has not started) <input type="checkbox"/> Configure Hardware (Pending - has not started) <input type="checkbox"/> Deliver PC to Customer (Pending - has not started) <input type="checkbox"/> Configure Software (Pending - has not started) <input type="checkbox"/> Completed (Pending - has not started)	\$1,875.00	1	\$1,875.00
Total:					\$1,875.00

### Delivery Information

Estimated Delivery Date of Complete Order: 2012-03-21

Catalog Home

Done Internet | Protected Mode: Off 100%



Future products and services in this first phase. (Est 2sd Qtr FY13)

- Desktops/laptops/printers/monitors
- BlackBerry/iPhone/Ipads

# Questions

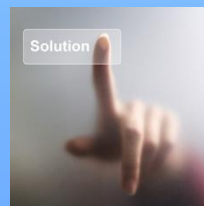


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# Enterprise Business Reporting



# Tour Enterprise Business Tool


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https://eitsbusinessreporting.doe.gov/portal/

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EITS Business Reporting P... | EITS Business Reportin... x

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Portal Log Out

Portal → Portal Applications

[EITS Overview Document](#)

Welcome to EITS Business Reporting Portal  
Please select an application to open.

 **EITS Service Manager**  
IT

 **EITS Business Reporting**  
IT

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Done

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# Reports

- Summary
- Basic Analysis
- Advanced Analysis
- Service Validation

# Summary Report

EITS - Business Reporting - Microsoft Internet Explorer provided by DOE/COE

https://eitsbusinessreporting.doe.gov/IBRIT/MainFrame.aspx

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EITS Business Reporting P... | EITS - Business Reporting X

Page | Safety | Tools

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**Portal**  
Back to Portal

**Reports**  
Summary  
Billing Schedule  
Basic Analysis  
Service Lookup  
Top Usage  
Cost Center  
Services By CC  
Advanced Analysis  
Seat Management  
Service Validation  
Software Management

**Tools**  
Help  
EITS Overview Doc

Search the organization hierarchy:

**Business Reporting: Summary**  
Cost Center: EITS > IM

Date: February 2012 To: February 2012

Product Area: Product:

Location Type: Location:

Service Provider: Business Function:

Chart Display By: Product Area

**Summary Information**  
Total Charges: \$84,205

Freeze Date: All data is frozen as of the 15th of each month (or the first working day after the 15th)

**Spend Distribution by Product Area**

Legend:

- Data Center Services
- DOE/COE Optional SW
- DOE/COE Seat
- DOE/COE Services
- Entrust
- IT Professional Svcs
- Optional HW
- RSA Token
- Telecom Svcs

Legend:

- Access & Current
- Access & Not Current
- No Access & Current
- No Access & Not Current
- Selected Node

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# Basic Analysis

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https://eitsbusinessreporting.doe.gov/IBRIT/MainFrame.aspx

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EITS Business Reporting P... | EITS - Business Reporting X

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Software Management

**Tools**  
Help  
EITS Overview Doc

Search the organization hierarchy Search

**Business Reporting: Basic Analysis**  
Cost Center: EITS > IM

Date: February 2012 To: February 2012

Product Area: Product

Location Type: Location:

Service Provider: Business Function:

GO RESET ALL PRINT

Freeze Date: All data is frozen as of the 15th of each month (or the first working day after the 15th)

**Service Charges Summary**

	Number of Assets	Quantity	Charge
<b>Totals:</b>	796	11,487	\$84,205.00
Hardware	725	724	\$64,303.50
DOE/DOE Seat	246	246	\$63,295.00
Desktop PC	209	209	\$52,480.00
Standard	209	209	\$52,480.00
A15422   Carmona Jessica R	1	1	\$160.00
A15424   KNOUSE EMILY R	1	1	\$300.00
A15460   White Taliaferro	1	1	\$300.00
A15549   Defrank Nyja A	1	1	\$160.00
A15562   Defrank Nyja A	1	1	\$160.00
A15568   Campbell Joy D	1	1	\$300.00
A15641   McClelland Atelia	1	1	\$300.00
A15675   LERTORA III JAMES S	1	1	\$160.00
A15678   LEACH PETER M	1	1	\$300.00
A15680   WEAKS DEANGELO A	1	1	\$160.00
Laptop - Lightweight	5	5	\$1,675.00
Laptop - Standard	32	32	\$9,140.00
Optional HW	275	275	\$755.00
RSA Token	204	203	\$253.50
Service	62	10,631	\$19,744.20
Software	9	132	\$157.30

View Next 10

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# Advanced Analysis

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https://eitsbusinessreporting.doe.gov/IBRIT/MainFrame.aspx

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EITS Business Reporting P... EITS - Business Reporting

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Seat Management  
Service Validation  
Software Management

**Tools**  
Help  
EITS Overview Doc

Search the organization hierarchy Search

**Business Reporting: Advanced Analysis**  
Cost Center: EITS > IM

Date From: February 2012 Date To: February 2012

Product Area: Product: Product Type: Business Function:

Report Format: Total Report Type: Detail

Exclude Org. Code: Browse Remove

Field Ordering:  
PRODUCT MAP  
SUPPLIER  
COST CENTRE  
Up  
Down

Charge Type Description: [All] Add

Remove

Display Fields:  
☐ All ☐ Ownership Type  
☐ Product Area ☐ Supplier  
☐ Product ☐ Cost Center  
☐ Product Type ☐ Business Function  
☐ Location Type ☐ Room Number  
☐ Location ☐ Employee Name  
☐ Quantity ☐ Emp. Org. Code  
☐ Corporate ID ☐ Emp. Org. Title  
☐ Zero Suppres

Report Name: Add New Edit Delete

Summary reports are indicated in BLACK and Detail reports are indicated in BLUE.

GO RESET ALL PRINT Please click Go button to view report.

Hide Filters

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Legend:  
- Access & Current  
- Access & Not Current  
- No Access & Current  
- No Access & Not Current  
- Selected Node

Freeze Date: All data is frozen as of the 15th of each month (or the first working day after the 15th)



# Service Validation

EITS - Business Reporting - Microsoft Internet Explorer provided by DOE/OE

https://eitsbusinessreporting.doe.gov/IBRIT/MainFrame.aspx

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## Business Reporting: Service Validation

Cost Center: EITS > IM

Billing Month: March 2012 Service Number: Product: Location: Change Type: Report Field:

GO RESET ALL PRINT EXPORT

### Summary Information

Added	Newly added	6
	Status Updated	18
	Transferred To	21
Changed	Business Function	201
	Product Hierarchy	1
	User Name	28
Removed	Remove From	30
	Status Updated	13

The results displayed below are in reference to the most recent billing data available (February 2012)

Asset Number	Empl. Name	Product	Product Type	Business Function	Room #	Location	Location Type	Cost Center	Action	Old Value	New Value
A51094	Carmona Jessica R	Monitor	Monitor 19 inch	Office of	GE-216	WASHINGTON DC	HQ	IM-11	Newly added		IM-11
A66419	Tseronis Peter N	Desktop PC	Standard	Primary	CA-331	GERMANTOWN MD	HQ	IM-1	Newly added		IM-1
A41830	Weeks Deangelo A	Scanner	Scanner Desktop Flatbed	Not DOE/OE	1G-080	WASHINGTON DC	HQ	IM-11	Newly added		IM-11
P0023666	Weeks Deangelo A	Monitor	Monitor 22 inch	Office of	8H-050	WASHINGTON DC	HQ	IM-11	Newly added		IM-11
P0023680	Cooperman Avital K	Monitor	Monitor 22 inch	Dual Monit	4106	GERMANTOWN MD	HQ	IM-1	Newly added		IM-1
P0023672	Weeks Deangelo A	Monitor	Monitor 22 inch	Office of	8H-050	WASHINGTON DC	HQ	IM-11	Newly added		IM-11
109303807	Wolfgang Mark	Token	Standard	Primary	C-111	GERMANTOWN MD	HQ	IM-32	Status Updated	Storage	Deployed
A64864	Weeks Deangelo A	Desktop PC	Standard	Office of	8H-050	WASHINGTON DC	HQ	IM-11	Status Updated	Storage	Deployed
A48387	Carmona Jessica R	Desktop PC	Standard	Office of	4057	GERMANTOWN MD	HQ	IM-11	Status Updated	Decommissioned	Deployed
A51327	Weeks Deangelo A	Desktop PC	Standard	Office of	4079	GERMANTOWN MD	HQ	IM-11	Status Updated	Storage	Deployed

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# Questions